Department of Health, Office of Rural Health

RFP No. 19-0903006-004

Date: February 8, 2019

Subject: Questions and Answers for RFP No. 19-0903006-004

In accordance with the subject Request for Proposal (RFP), the following are answers to questions which have been submitted prior to February 6th, 2019 5 PM CST. These questions are for informational purposes only; they do not alter the requirements specified within the RFP. Any changes to the RFP will be accomplished by the Office of Procurement Management through the use of an addendum.

1. Can the State list all the types of licenses, registrations, permits, etc. that the agency supports, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

   Answer: The current licenses and certifications that will need to be online are below.
   - Emergency Medical Responder certification—initial and reciprocity
   - Emergency Medical Technician certification—initial and reciprocity
   - Ambulance service licensure—initial and renewals

2. We had previously asked the number of reciprocity processes your agency requires. However, the answer provided was "Up to 200". Does this indicate that that there are up to 200 business processes (a business process is defined as a process defined to facilitate a workflow from beginning to end) that each contain unique requirements to support a reciprocity? If not, how many unique reciprocity processes does your agency require?

   Answer: The state processes up to 200 individual reciprocity applications. The steps in processing reciprocity applications involves the following steps:
   1) Review application completed by candidate
   2) Confirm candidate has or had NREMT certification
   3) If NREMT is not current, does the candidate have a valid state certification
   4) Review felony conviction statement
   5) If the above statements are in order, EMR or EMT certification is processed

3. As with our previous question, we had previously asked for the number of reinstatement processes your agency requires. As per the previous question, providing the definition of a business process, does this indicate there are up to 100 business processes that each contain unique requirements to support reinstatement? If not, how many unique reinstatement processes do you require?

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Answer: Reinstatements follows the same process as reciprocities.

4. Do you have any financial interagency transfer process? If so, how many?

   Answer: No

5. Do you require the solution to assist in receiving the submission of complaints?

   Answer: The State would consider this as a future project.

6. If so, do you require any processes for investigations?

   Answer: We do not currently have online complaint processes.

7. Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field? (d) How should pricing for these items be proposed?

   Answer: Currently, the State does not have any mobile inspection processes. However, we would like the new LMS to have this functionality. The State EMS Program has three individuals who would utilize mobile inspection software using its own laptops. (b). The State would consider an all-inclusive solution. (c) two (d) within the cost proposal as optional items.

8. For continuing education processes, do you track any specific exam types? If so, how many? Can you describe any exam retake processes, and how the system will support these?

   Answer: The State does not track exams or exam results for CME. We only accept exam results from the National Registry of Emergency Medical Technicians.

9. Under "General System Functional Requirements", the following requirement states: "The proposed system shall provide for basic integration with desktop applications, including support of "cut and paste" capabilities between desktop applications." Does this simply mean the ability to cut and paste text from the application, or is more complex functionality required? Could you elaborate?

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Answer: Yes, copy and paste from one document to another i.e. such as a MS Word document.

10. The RFP Section 6.0 provides the expected format of response, however this section does not indicate where vendors should provide responses to section 3.0 Scope of Work. Could the State please provide clarification on where this section should be included in our response? Is this expected to be responded to within the section for Deliverables?

Answer: Section 6.5 – Deliverables should address all items identified in Section 3.0 Scope of Work.

11. The RFP Section 6.0 provides a brief summary of all expected headings and sections of the response. However, section 6.0 does not provide the expected formatting and content to be included within section 6.8 Staffing. Could the State please provide clarification on the expected format of the response? Are vendors expected to provide staffing details both in the cost response with 7.1, section 6.8 Staffing, and section 6.7 Team Organization?

Answer: The State would like a company organizational chart. Section 7.1—provide specific information on the staff working on this project.

12. Is the EMS planning on doing online applications and renewals for this RFP? In the response to the questions the Agency sent to all vendors, the Agency implied that online applications and renewals were part of this RFP? However, we did not see any references to the applications or renewals as part of the requirements within the RFP?

Answer: The State of South Dakota is seeking a new Licensing Management System that will allow for online application processing, online applicant data submission, and online application approval/denial.

13. Can the EMS Dept. please clarify if applications and renewals will now be part of the requirements? Below is the original Q/A response from the Agency?

Answer: The State will require the LMS to process applications and renewal applications as part of the LMS.

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Questions within the bolded lines (15, 22, and 23) were published on January 28th, 2019.

15. Question: How many application processes do you require?
Answer: We need additional clarification on this

23. **Question: How many online renewal processes (types) do you need?**
Answer: Up to 10

22 Question: How many online application processes (types) will you need?
Answer: Up to 10

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14. If the Agency is going to require online applications and renewals as part of this RFP, can the Agency list the license credentials you will require online applications and renewals?

    Answer: The current licenses and certifications that will need to be online are below.
    • Emergency Medical Responder certification—initial and reciprocity
    • Emergency Medical Technician certification—initial and reciprocity
    • Ambulance service licensure—initial and renewals

15. Can the Agency clarify the response to the above **question 22**? Does this mean that the Agency has (10) different license types?

    Answer: The State has EMR and EMT certifications and ambulance licensure. The State expects the number of certification levels in increase in the future.
    • Emergency Medical Responder certification—initial and reciprocity
    • Emergency Medical Technician certification—initial and reciprocity
    • Ambulance service licensure—initial and renewals

16. If Applications and renewals are part of the requirements can the EMS dept. provide the application and renewal forms?

    Answer: Forms used by the State can be found online at EMS.sd.gov. The State will work with the approved vendor in the development of the LMS forms and applications.

17. What was the initial cost of the existing solution that the Agency is using today and are there any monthly or annually costs such as maintenance/support and or licensing? If so what are those costs?

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Answer: The initial system was purchased over 15 years ago; it is unknown what the initial cost of the software was. Annual maintenance costs are less than $15,000.

18. Is the Agency requiring Online License Verifications? The original RFP we were unable to locate anything mentioning online license verification as part of the requirements?

Answer: The State will require the new LMS to have online license verifications.

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Question (24) below was published January 28th, 2019.

24. **Question: Will you require more than one type of online license verification process? How many?**

Answer: Up to 2

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19. Will the Agency except electronic responses? We had already mailed our RFP responses (VIA FEDEX) prior to the extension of the RFP deadline which was given only two days prior to the submission date which if requiring that the documents be physically mailed to insure delivery they were mailed a day prior to the due date.

Answer: Electronic submissions are not permitted.

20. Can the Agency list individually each license credential that will require on payment processing and the amount of each one?

Answer: Currently the only fee applied to licensure is for the ambulance service license.
- Ambulance Service License- $12
- Emergency Medical Responder Certification—no fee
- Emergency Medical Technician Certification—no fee

21. In the RFP requirements you are requiring PCI Compliance, please list where/how you intend to utilize online payment processing that is PCI Compliant?

Answer: The State contracts with Elavon Merchant Card Processor for access to their ConvergePay system. Elavon maintains PCI compliance.

22. Is the Agency interested in fully integrated badging solution for the EMT's?

Answer: The State is not interested in badging solutions for this RFP

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23. Is there an approval process to be added to a squadron?

    Answer: Yes, the LMS shall have permission levels for administrative approvals.

24. Is the Agency interested in online Squadron Management?

    Answer: The LMS must have online functionality for ambulance service directors to manage their staff.

25. Is the Agency going to be tracking or require tracking of test scores for licensees?

    Answer: The State does not track exams or exam results for CME. We only accept exam results from the National Registry of Emergency Medical Technicians.

26. Does the Agency desire online portal for Medical Director, Squadron Leaders and Credential Holders?

    Answer: The State requests the LMS have online functionality for medical directors, ambulance directors, and individual EMS personnel.

27. Is there any licensee type of forms such as Change of status, Change of Address? or disciplinary type or corrective action that need to be taken online?

    Answer: The LMS must allow for online functionality for ambulance service directors, medical directors and individual EMS personnel to update their respective files.

28. Can the Agency list the licensee/credential types reciprocity and reinstatement will be available for? Will these be online processes requiring payment processing?

    Answer: The State currently receives payment from ambulance services.

29. How many reports will the Agency require and is there samples of those reports available?

    Answer: This is to be determined. The State expects the LMS to report on any data collected within the database.

30. Will the Agency require Squadron Leaders to enter and manage ambulance information online?

    Answer: Yes

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31. Why did the Agency decide to extend the RFP Deadline date so late in the process only (2) days prior to the RFP submission deadline? Which as stated in one of our earlier questions when the Agency is physically requiring that the RFP responses be printed and manually mailed instead of electronically?

Answer: The RFP deadline was extended to allow for more time for potential vendors to prepare and submit a proposal. Vendors who submitted a proposal prior to the extension are given the option to keep the submitted proposal or submit a new proposal by the new deadline.